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**CSH**  
Communications Support for Health

## External Data Quality Audit Documents

Second Quarter, April – June, 2012

## **INTRODUCTION**

This report compiles documentation showing the communication that Communications Support for Health (CSH) had with civil society organizations (CSOs) in relation to the reporting and verification of project indicators in the second quarter (Q2) of 2012. The documentation consists of emails between the CSH Research, Monitoring and Evaluation staff and the CSOs.

The documents included in this report are:

1. Correspondence between CSH and Cornelius Yanda from Pride Health Community regarding the submission of the April 2012 report and the CSO M&E manual.
2. Correspondence between CSH and Aaron Mutakela from Luanshya Support Group regarding the data collection form for community facilitators and the CSO M&E manual.
3. Correspondence between CSH and Dale Kiefer from Comprehensive HIV/AIDS Management Program (CHAMP) regarding the submission of data for May 2012.
4. Correspondence between CSH and Lizzy Chanda from Afya Mzuri regarding the reporting requirements for Afya Mzuri.
5. Correspondence between CSH and Sylvia Kabwe from Afya Mzuri regarding the M&E data for May 2012.
6. Correspondence between CSH and Cornelius Yanda from Pride Health Community regarding the M&E data for May 2012.
7. Report on the Luapula Province CSO M&E supervisory visit conducted April 22 – 19, 2012.

**CORRESPONDENCE #1: Between CSH and Cornelius Yanda from Pride Health Community.**

**From:** Kevin Chilemu  
**Sent:** Friday, May 18, 2012 3:50 AM  
**To:** cornelius yanda  
**Subject:** RE: REPORTS

Hi Cornelius,  
Please see my comment in the attached report?

Let me know if you have questions.

Thanks so much for this data. It is very clear and easy to follow. Keep it up!

P.S:  
I have also attached a M&E instruction manual which I'm sending to all CSOs supported by CSH. Please study the document and let me know if you have questions.  
Kevin.

**From:** cornelius yanda [mailto:cyanda@hotmail.co.uk]  
**Sent:** 11 May 2012 12:17  
**To:** Kevin Chilemu  
**Subject:** REPORTS

Mr. Chilemu,

Find attached are the reports for the month of April 2012 from Pride community Health Organisation, sorry for the delay and the inconvenience as we were still waiting for the success story to be submitted to us.

Thanking you in advance

Regards

Cornelius Yanda

**CORRESPONDENCE #2: Between CSH and Aaron Mutakela from Luanshya Support Group.**

**From:** Kevin Chilemu  
**Sent:** Friday, May 18, 2012 4:38 AM  
**To:** Aaron Mutakela  
**Subject:** RE: {Spam?} Fw: Re: Club Register

Dear Aaron,

Please find attached the M&E instruction manual for CSOs supported by CSH. Please study the document thoroughly. You emailed me lists of names of people who attended your meetings. Please also send me your monthly activity reports indicating no. of people reached, trained...etc for April as required.

Please let me know if you have questions.

Regards,  
Kevin.

**From:** Aaron Mutakela [mailto:[aaronmutakela@yahoo.co.uk](mailto:aaronmutakela@yahoo.co.uk)]  
**Sent:** 05 April 2012 15:37  
**To:** Kevin Chilemu  
**Subject:** {Spam?} Fw: Re: Club Register

--- On Mon, 26/3/12, Aaron Mutakela <[aaronmutakela@yahoo.co.uk](mailto:aaronmutakela@yahoo.co.uk)> wrote:

From: Aaron Mutakela <[aaronmutakela@yahoo.co.uk](mailto:aaronmutakela@yahoo.co.uk)>  
Subject: Re: Club Register  
To: "Kevin Chilemu" <[KChilemu@cshzambia.com](mailto:KChilemu@cshzambia.com)>  
Cc: "Anock Kapira" <[akapira@cshzambia.com](mailto:akapira@cshzambia.com)>  
Date: Monday, 26 March, 2012, 10:23

Dear Kevin Chilemu

I would like you to advice on the use of Community Group/Club Register for our Group Facilitators, are people expected to sign each time they meet to accompany the Outreach Activity Report? There is already a challenge for our facilitators to convince people to give their NRC numbers and Signing on the Register, most people think that , when you ask them to sign and give they these particulars, then somebody is going to get money on their behalf. May be they should just be writing on the attendance list each time they meet in their various groups, then they can sign the Register once and keep them for records sake. Please comment on the issue.

regards  
Aaron

**CORRESPONDENCE #3: Between CSH and Dale Kiefer from CHAMP.**

**From:** Kevin Chilemu  
**Sent:** Wednesday, June 06, 2012 10:25 AM  
**To:** Dale Kiefer; Beyant Kabwe  
**Cc:** Crispin Sapele  
**Subject:** RE: 990 Talkline Quantitative Tool (May 2012)

Thanks Dale!

**From:** Dale Kiefer [mailto:[dale.kiefer@champ.org.zm](mailto:dale.kiefer@champ.org.zm)]  
**Sent:** 06 June 2012 11:36  
**To:** Beyant Kabwe; Kevin Chilemu  
**Cc:** Crispin Sapele  
**Subject:** 990 Talkline Quantitative Tool (May 2012)

Dear Beyant and Kevin,

Please find the attached quantitative tool with the data filled in for May of 2012. We will continue using it to display data throughout 2012.

Regards,

Dale

**CORRESPONDENCE #4: Between CSH and Lizzy Chanda from Afya Mzuri.**

**From:** Kevin Chilemu  
**Sent:** Thursday, April 05, 2012 10:11 AM  
**To:** Lizzy Chanda; Anock Kapira  
**Cc:** Sylvia Kabwe; Lovemore Mwanza  
**Subject:** RE: Afya Mzuri - Dziwani Report

Allow me to study the grant agreement so that Silvia and I can harmonize the reporting requirement.

Thanks,  
Kevin.

**From:** Lizzy Chanda [mailto:lizzyc@afyamzuri.org.zm]  
**Sent:** Thursday, April 05, 2012 2:58 PM  
**To:** Anock Kapira; Kevin Chilemu  
**Cc:** Sylvia Kabwe  
**Subject:** RE: Afya Mzuri - Dziwani Report

Kevin  
Please take note that we do not have an M&E specific report for CSH.

*Lizzy*

**From:** Anock Kapira [mailto:akapira@cshzambia.com]  
**Sent:** Thursday, April 05, 2012 11:42 AM  
**To:** Kevin Chilemu  
**Cc:** Lizzy Chanda  
**Subject:** RE: Afya Mzuri - Dziwani Report

Dear Kevin,

Many thanks, will advise AM accordingly.

Dear Lizzy,

Grateful if you will share copies of all reports submitted to CSH with Kevin as indicated in the e-mail below.

Regards,

Anock

**From:** Kevin Chilemu  
**Sent:** Thursday, April 05, 2012 11:37 AM  
**To:** Anock Kapira  
**Cc:** [lizzyc@afyamzuri.org.zm](mailto:lizzyc@afyamzuri.org.zm)  
**Subject:** RE: Afya Mzuri - Dziwani Report

Thanks Anock. I request that Afya Mzuri copies me on the emailing list especially for M&E related reports.

Kevin

Monitoring and Evaluation Specialist

ICF-International/ Communications Support for Health Project  
1278 Lungwebungu Road, Rhodespark  
P.O.Box 51535, Lusaka  
Tel. +260 211 250 743  
Fax: +260 211 250 745  
Mobile: 0973027675 / 0965843337  
Email: [KChilemu@cshzambia.com](mailto:KChilemu@cshzambia.com) / [kchilemu@gmail.com](mailto:kchilemu@gmail.com)

**From:** Anock Kapira  
**Sent:** Wednesday, April 04, 2012 5:13 PM  
**To:** Kevin Chilemu  
**Subject:** FW: Afya Mzuri - Dziwani Report

Dear Kevin,

Kindly find attached the report for December 2011.

Regards,

Anock

**From:** Lizzy Chanda [<mailto:lizzyc@afyamzuri.org.zm>]  
**Sent:** Thursday, January 12, 2012 4:23 PM  
**To:** Florence Mulenga; Phanuel Mandebvu; Anock Kapira  
**Cc:** Linda Nonde; Joseph Munankopa; Sylvia Kabwe; Greg Kalunga; Isaac C. Nshimbi; Victoria Mwiya Murgatroyd  
**Subject:** Afya Mzuri - Dziwani Report

Dear Florence and Phanuel

Please find attached our narrative report for December 2012. A hard copy has since been delivered.

Kind regards

*Lizzy M.N Chanda, Director of Programmes, Afya Mzuri  
Plot 10487A Manchinchir rd, P.O Box 51232  
Tel: 260 211 295 120/3Fax: 260 211 295 122  
Mobile: 260 966 758 472/260 974 600 042*

**CORRESPONDENCE #5: Between CSH and Sylvia Kabwe from Afya Mzuri.**

**From:** Kevin Chilemu  
**Sent:** Wednesday, June 06, 2012 11:01 AM  
**To:** Sylvia Kabwe  
**Cc:** Lizzy Chanda; Beyant Kabwe  
**Subject:** RE: HCRC Reporting form\_May 2012 numbers

Hi Silvia,  
You may already be working on the numbers, however, this is just a reminder requesting for May numbers.

Thanks,  
Kevin.

**From:** Sylvia Kabwe [mailto:skabwe@afyamzuri.org.zm]  
**Sent:** 11 May 2012 10:57  
**To:** Beyant Kabwe  
**Cc:** Kevin Chilemu; Lovemore Mwanza; Lizzy Chanda; Victoria Mwiya Murgatroyd; Linda Nonde; Anock Kapira; Florence Mulenga  
**Subject:** RE: HCRC Reporting form\_April 2012 numbers

Hi Beyant,  
The HCRC reporting form has been updated with April numbers and will be sent along with the narrative report for April.  
Thanks,

Sylvia

**From:** Beyant Kabwe [mailto:BKabwe@cshzambia.com]  
**Sent:** Friday, May 11, 2012 8:54 AM  
**To:** Sylvia Kabwe  
**Cc:** Kevin Chilemu; Lovemore Mwanza; Lizzy Chanda; Victoria Mwiya Murgatroyd; Linda Nonde; Anock Kapira; Florence Mulenga  
**Subject:** RE: HCRC Reporting form\_April 2012 numbers

Dear Sylvia,

Please provide us with April numbers in attached template and resend.

Thanks,  
Beyant.



**CORRESPONDENCE #6: Between CSH and Cornelius Yanda from Pride Health Community.**

**From:** Kevin Chilemu  
**Sent:** Monday, June 11, 2012 11:12 AM  
**To:** cornelius yanda  
**Subject:** RE: Monthly Reports

Hi Cornelius,

Thank you for this information. Did you get a chance to study the attached document? Please let me know if you find it helpful. I would also like to clarify that the excel spreadsheet where you indicate your monthly numbers should not be labelled 'SAfAIDS' for PRIDE. SAfAIDS is a different organisation all together. Please let me know if have any questions.

Kevin.

**From:** cornelius yanda [mailto:cyanda@hotmail.co.uk]  
**Sent:** 11 June 2012 15:09  
**To:** Kevin Chilemu  
**Subject:** Monthly Reports

Good Afternoon Sir,

Please find attached are the activity reports for the Month of May, from Pride community health Organisation.

thanking you in advance.

Regards

Cornelius Yanda



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# LUAPULA PROVINCE CSO M&E SUPERVISORY VISIT REPORT

22nd to 29<sup>th</sup> April, 2012)

## **ABBREVIATIONS**

AIDS	Acquired Immune deficiency syndrome
ART	Anti-retroviral treatment
BCC	Behavior change communication
CSH	Communication Support for Health
CT	Counseling and testing
HIV	Human Immune deficiency virus
IEC	Information and education communication
M and E	Monitoring and evaluation
MoH	Ministry of Health
MTCT	Mother to child transmission
NAC	National HIV/AIDS/STI/TB Council
NMCC	National Malaria Control Centre
PMTCT	Prevention of Mother to child transmission
VCT	Voluntary Counseling and testing

## **1. INTRODUCTION**

Communications Support for Health (CSH) is a USAID funded four and half year project providing capacity building support to GRZ through the MOH, NAC and NMCC. CSH has developed health campaigns including the Safe Love campaign launched in 2011.

CSH has engaged five (5) Civil Society Organisations (CSOs) to implement Safe Love campaign activities at the community level in Lusaka, Copperbelt and Luapula Provinces. In Luapula Province CSH has engaged Action for Social Development Foundation (ASDF), on which this report focuses.

This report highlights salient issues emerging from the Luapula Province quarterly supervisory visit conducted by the CSO Specialist and M&E Specialist from 22<sup>nd</sup> to 29<sup>th</sup> April 2012. This report focuses on issues related to data collection and reporting by ASDF and its community facilitator groups in Kawambwa, Samfya and Mansa districts.

ASDF trained 50 community facilitators in February 2012 who have each formed an average of two community groups through which outreach activities are implemented. ASDF has a catchment area spreading from Kawambwa through Mansa to Samfya.

### **Objectives of the Supervisory Visit:**

Observation and information gathering on outreach activities implemented by ASDF and data trail verification for the period, January to March 2012.

### **Issues Discussed:**

- 1) Issues and challenges affecting implementation of safe Love Campaign activities at the community level.
- 2) Data collection and reporting by community facilitators in Kawambwa, Samfya and Mansa Districts.
- 3) Feedback presentation on data reported in March 2012.

### **Data Related Issues:**

- 1) In general, ASDF is familiar with the standardized Community outreach reporting form and have oriented and distributed the form to all 50 community facilitators.
- 2) ASDF has selected field officers who are responsible for distribution and collection of the outreach forms from community facilitators.
- 3) The Field Officers are responsible for collating and summarizing the data for further reporting to ASDF.
- 4) In some cases, data on the outreach reporting form adds up to data on aggregated by the ASDF.
- 5) Completion of Community outreach reporting form is not carefully accurate. Some gaps exist as some forms have blanks, dashes and/or words filled in place of figures.
- 6) Challenges in undertaking M&E functions, particularly data collection and reporting exist. Underreporting was evident from the data trail, particularly on the proportion of men and women reported to be reached with preventive interventions. ASDF reported more males than females but data from the community facilitator records showed the converse. Therefore there is an increasing need to build the capacity of ASDF and community facilitators in data quality functions.
- 7) Visits to communities showed that there was a lot of data being generated at those levels. However, data appears to filter out during aggregation or delayed in transmission.

### **Support Materials Handed Out**

- Civil Society Organisation M&E Instruction Manual
- Community Outreach Activity Reporting Form
- Data Feedback Presentation

### **Findings and Issues Arising in Kawambwa district**

Two community groups led by two community facilitators were visited. The visits happened at a time when the groups were holding their monthly community meetings. During the 4<sup>th</sup> visit, the M&E Specialist provided on-site TA including review of data collection forms, attendance registers and guidance on how to collect, collate and report to ASDF for onward reporting to CSH. The M&E Specialist also addressed questions relating to reporting and aggregation. ASDF staff also participated in the feedback meetings. The issues observed in common in the two meetings held were as follows;

1. Inadequate information on the part of the community facilitators on factual elements pertaining MTCT as observed from the community session.
2. The community facilitators did not consistently record or document one-on-one discussions as part of outreach activities.
3. Lack of coordinated timeframe for reporting to ASDF on the part of the community facilitators. CSOs are required to report on a monthly basis but it was observed that the community facilitators were unaware of this requirement.
4. The majority of participants reached out were female, a situation rather different from what was commonly reported for the month of March.

#### **Findings and Issues Arising in Samfya district**

Similarly, two site visits were conducted in Samfya. The majority of participants attending the meetings were female. The issues observed in Samfya were as follows;

1. There was great enthusiasm about the Safe Love campaign and community members were excited with the community outreach activities.
2. One-on-one discussions were not consistently reported contributing to underreporting of activities. The community facilitators indicated that they conducted a number of outreach activities but only reported group based activities.
3. Numbers of IEC materials distributed were not sufficiently recorded. Some outreach activity forms reviewed had blanks even when leaflets were distributed by the community facilitators.

#### **Findings and Issues Arising in Mansa district**

Two meetings were also held in Mansa districts with two community groups each led by a community facilitator. The issues arising in Mansa were as follows;

1. Community facilitators reached out to a large number of community members of which the majority are women
2. Few men are willing to accompany their wives to PMTCT service delivery points.
3. Group discussions are generally well attended. The community groups have large membership size. However, women form the larger majority of the community groups.
4. Data reporting is relatively done on time within Mansa district possibly due to proximity with ASDF.

#### **CONCLUSIONS:**

ASDF and its cadre of community facilitators are making strides in implementing community level Safe Love campaign activities. Each of the trained community facilitators has formed an average of two community groups through which outreach activities are implemented.

In terms of reporting, a lot of data is generated from both one-on-one outreach activities and group discussions. However, one-on-one activities are not consistently recorded and reported to ASDF and in turn to CSH. Therefore, it is very possible that a lot more individuals are reached with preventive interventions than was reported by March 2012.

## **RECOMMENDATIONS:**

1. Community facilitators are urged to work closely with other stakeholders to enhance awareness campaigns to increase participation of men in outreach activities promoting PMTCT.
2. All community facilitators urged to ensure timely submission of reporting forms to ASDF
3. CSH should provide continued technical support in community level M&E and community mobilization
4. There is need for ASDF to reinforce recruitment of males in community clubs. One way in which this can be achieved is by creating messages that target men in respective age groups and follow them to locations where they are found. For example, moonlighting clubs can target men that patron bars and night clubs with messages on MCP and correct and consistent condom use.